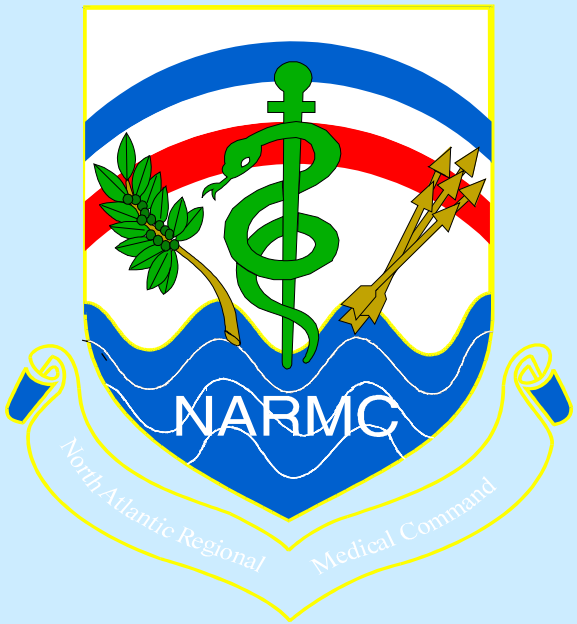
NARMC

Internal Review and Audit Compliance

Changing to Meet the Needs of a Changing Army

North Atlantic Regional Medical Command Internal Review Briefing



THE MANDATE FOR CHANGE

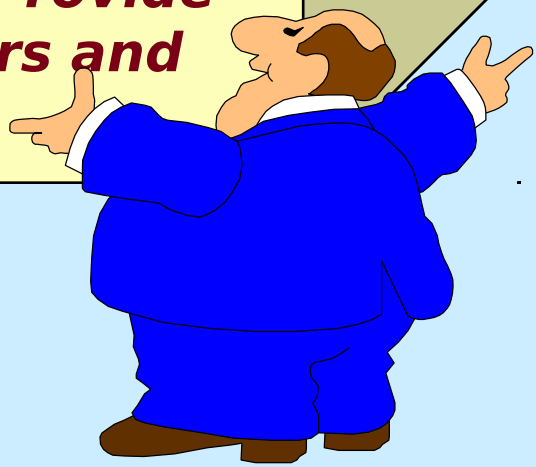
"Status quo is death. If the cutting edge organization of today stands at the same position five years from now - or three years, one year, or one week from now - it could well be choking on the dust of its competitors."

INTERNAL AUDITOR - JOURNAL OF THE INSTITUTE OF INTERNAL AUDITORS

FEBRUARY 1996

The New IR Mission

Provide effective internal evaluation capability to Army leaders. Deliver pertinent, timely and reliable information and advice that, (1) evaluates risk, (2) improves quality, economy and efficiency, (3) assesses management controls, and (4) fosters stewardship of resources. Provide liaison duties with Command leaders and external auditing activities.



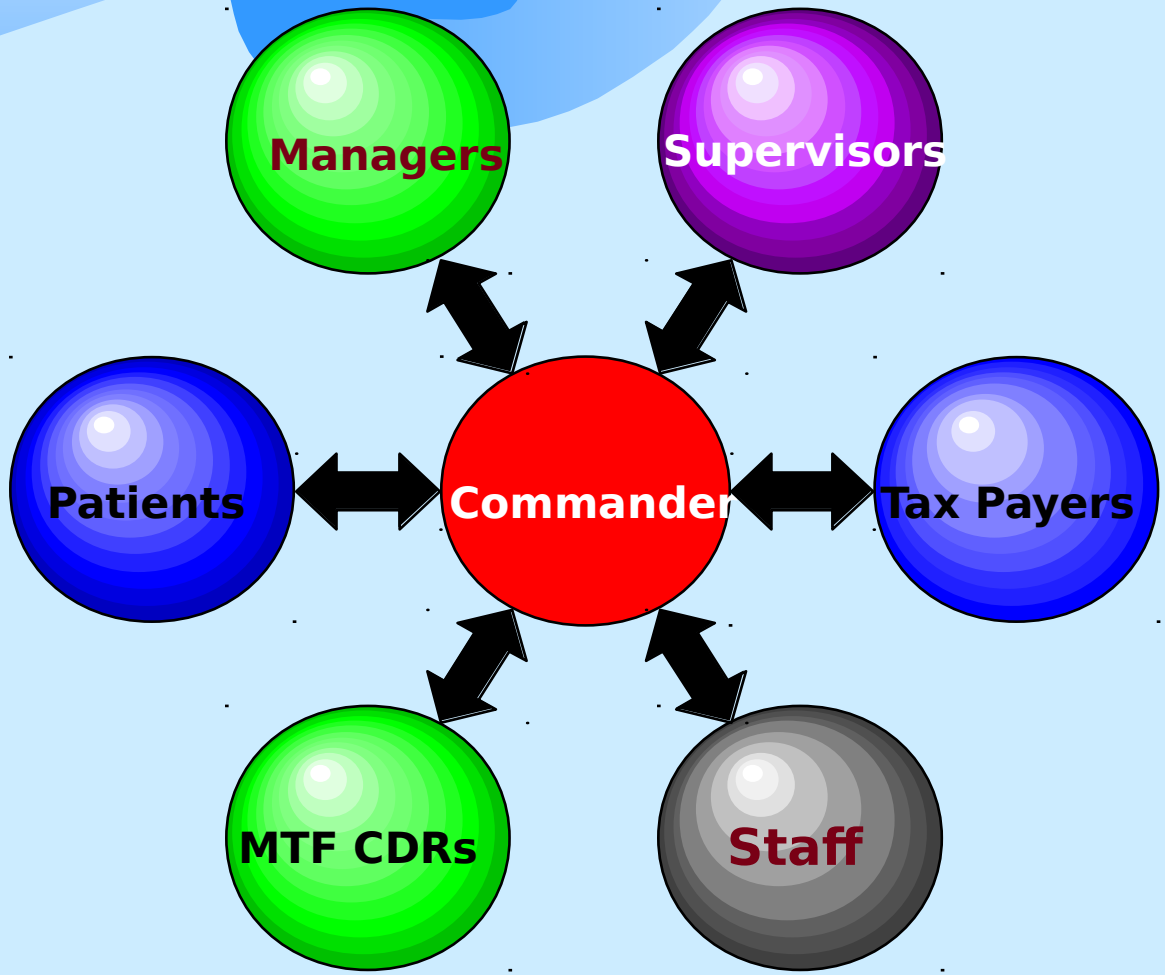
The Internal Review Vision:

To be a major source to NARMC for objective, reliable, and timely information and strategies for achieving excellence in supporting primary and specialty health care in the National Capital Region.

IR Strategic Goals

- Be valued members of the management team
- Identify current and emerging needs of decision makers and deliver the services to meet them
- Achieve unsurpassed quality
- Streamline processes to ensure delivery of timely and relevant products and services
- Market IR capabilities

Internal Review Customers



Internal Review Services

- Quick Response Audits
- External Audit Liaison
- Follow-up Audits
- Management Controls
- Other Services (Advisory, Consulting, TQM, PATs, Cost/Statistical Analysis, Information Gathering)

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Medical Treatment Facilities With Internal Review Staff

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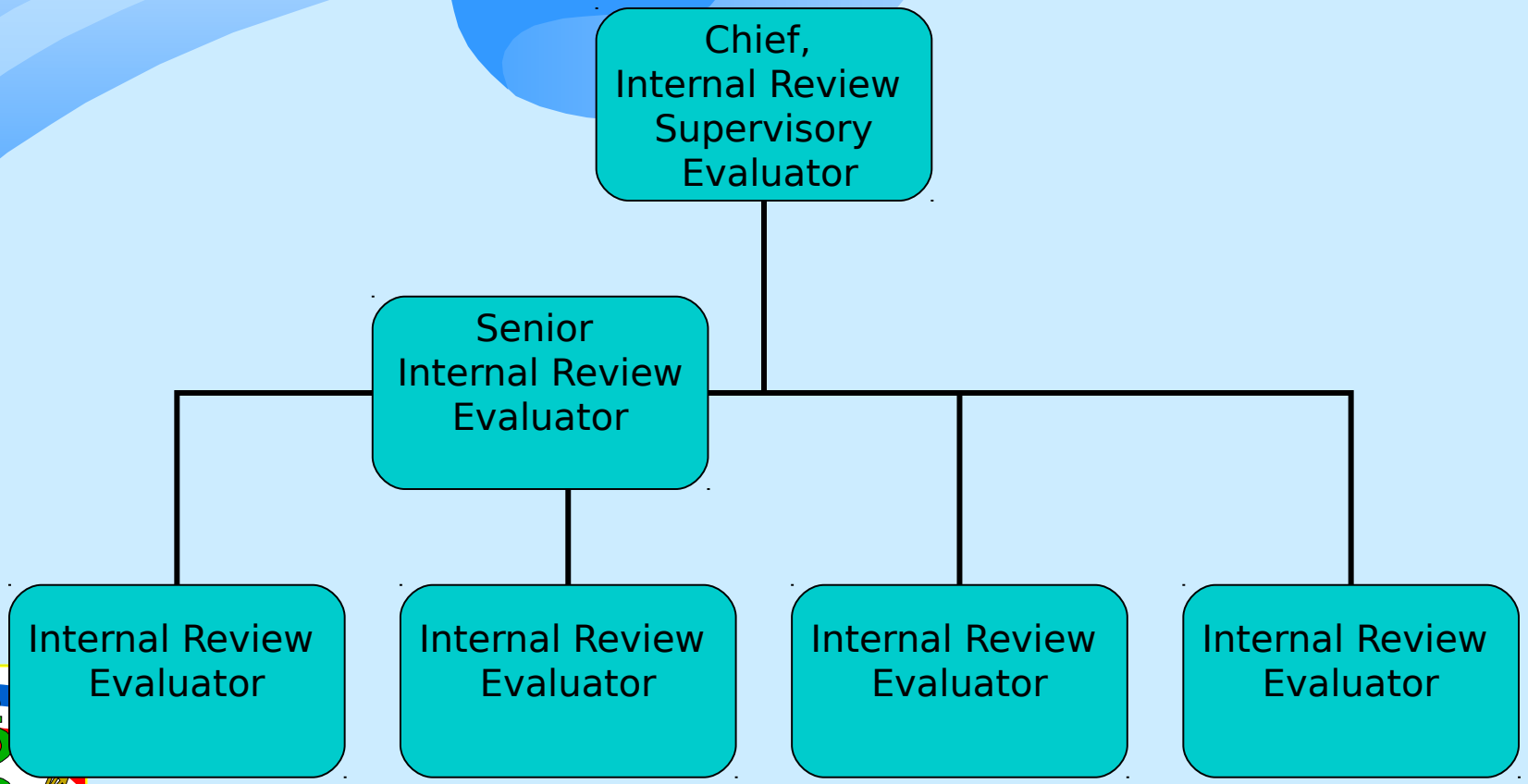

Internal Review FY 04 Cost Savings/Monetary Benefits

- MOU's, MOA's and Affiliation Agreements – $3.9 Million
- DOIM Supply and Property Audit - $190K
- Pharmacy Operation Ft. Lee – 1.7 Million

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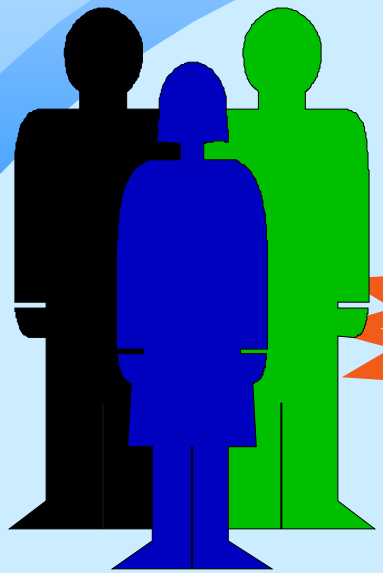
Internal Review Value Added



- Timely, Accurate, Meaningful Information for Decision Making
- Regional Audit Policy and Technical Assistance
- Quality Assurance Oversight of IR & MCP
- Audit Liaison Service & Coordination (Internal & External)
- Management Control Process Administration

Management Controls Process

- Regional Program Administrator
- Coordinate All MTF Commanders' Annual Assurance Statements
- Provide Training and Policy Guidance for Assessable Unit/Functional Unit Managers and MTF MCP Administrators

External Audits

GAO Audits:

- DoD Use of Franchise Funds
- Mental Health Services Available to Members of the Armed Forces
- Health Status of Reservists Ordered to Active Duty for OEF and OIF

External Audits

USAAA Audits:

- Medical GWOT Funding
- Annual Review of Army's Management Control Process

Internal Review Commitment

- Customer Satisfaction
- Quality Products
- Partnership with Management to Achieve Organizational Goals
- Focus on the Future
- Internal Review will be <u>a Light Not a Judge</u>

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NARMC Internal Review